

UNITED STATES MARINE CORPS
Logistics Operations School
Marine Corps Combat Service Support Schools
Training Command
PSC Box 20041
Camp Lejeune, North Carolina 28542-0041

E203

STUDENT OUTLINE

PRODUCT QUALITY DEFICIENCY REPORT

LEARNING OBJECTIVES

1. Terminal Learning Objective: Given the billet of maintenance management specialist, an identified equipment deficiency, and the references, complete a Product Quality Deficiency Report (PQDR), to ensure the PQDR accurately reflects equipment deficiencies and is submitted per the references.
2. Enabling Learning Objectives: Given a maintenance situation, a SF 368, Product Quality Deficiency Report (PQDR), and the references, identify:
 - a. Circumstances for preparing a PQDR.
 - b. The elements of the report control number.
 - c. Filing and disposition Of PQDR's.
 - d. Prepare a PQDR.

OUTLINE

1. PURPOSE: The Product Quality Deficiency Report (PQDR) provides information to activities responsible for development, procurement, or management of equipment concerning deficiencies in material, design, or procurement. This information enables the activities to initiate action to correct the reported deficiency. Proper use of a PQDR will ensure that the deficiency is corrected. Corrections may be in the form of a modification, or when equipment is under warranty, equipment not received from manufacturer will be corrected before it is sent to the Marine Corps.
2. RESPONSIBILITIES: PQDR's are initiated by the individual (Originator) who discovers a product quality deficiency and reports it to their Battalion, Squadron, or separate Company in

the FMF (Originating Point). The Originating Point, in turn, submits it to the Marine Corps PQDR Screening Point.

3. SUBMISSION: A PQDR is submitted when a deficiency in material (hardware or software) occurs:

- a. Which constitutes a hazard to personnel or materiel.
- b. As a result of a design of items or components which impedes the proper operation, maintenance, or handling of materiel.
- c. As a result of faulty materiel or poor workmanship.
- d. As a result of excessive wear or deterioration for the period of time and for the conditions under which the item was in use or on hand.
- e. As a result of unsatisfactory operation or performance of equipment in the course of normal operations that fail to meet stated operational limits, not attributed to normal wear and tear or maintenance/operator error.
- f. As a result of circumstances other than those indicated herein but considered to be of sufficient importance to warrant reporting.
- g. As a result of tactical systems computer software/firmware and documentation deficiencies.
- h. On items known to be under warranty as specified by special instructions contained in the User Logistics Support Summary (ULSS) or Supply Instruction (SI).

4. CATEGORIES: The following categories indicate the quality of deficiency in materiel:

a. Category I Deficiency. A product quality deficiency which may cause death, injury, or severe occupational illness; would cause loss of or major damage to a weapon system; directly restricts the combat readiness capabilities of using organization; or that would result in production line stoppage. When the urgency exists, Category I PQDR's may first be transmitted by oral communication, but must be followed up electronically by priority message, E-Mail using the SF 368 message, E-Mail format, or electronic facsimile of the SF 368.

b. Category II Deficiency. A product quality deficiency which does not meet the criteria set forth for Category I.

5. REPORTING PROCEDURES

a. The user/originator shall report all materiel deficiencies to the originating point. The originating point shall check the validity of the PQDR by comparison with the criteria. The originating point shall assign one of the levels of severity categories (Cat I/Cat II).

b. The originator shall complete the SF 368 and shall provide an original and two copies to the screening point via the originating point. It is essential that the originator report as completely and clearly as possible all available information applicable to the defective materiel.

Reporting/Processing Severity

Component	Category	Action and timeframe Response
(1) Originator	Cat I	<u>Forward report to originating point within 24 hours after discovery</u>
		<u>Submit SF 368 within:</u>
	Cat I	48 hours after forwarding to originating point if supporting documents will aid the investigation
	Cat II	3 days after discovery
(2) Originating Point	Cat I	<u>Notify Commander, MARCORLOG-BASES, Albany, by message, Electronic mail (E-Mail), or Electronic facsimile within 24 hours after receipt from originator</u>
		<u>Submit SF 368 within:</u>
	Cat I	48 hours after sending message if supporting documents will aid the investigation
	Cat II	3 days after discovery

(3) Screening point

Acknowledges receipt to originator within:

Cat I	24 hours after receiving message
Cat II	10 days after receiving SF 368

Forward to action point within:

Cat I	24 hours after receiving message
Cat II	10 days after receiving SF 368

Final response to originator Within:

Cat I	3 days after receiving response from action point
Cat II	3 days after receiving response from action point

c. Action Point

(1) Acknowledge receipt to screening point within:
Category I - 24 hours after receiving PQDR for action.
Category II - 10 days after receiving SF 368.

(2) Suspend/screen stock within: Category I - 24 hours after receiving PQDR or electronic facsimile. Category II - 20 days after receiving SF 368.

(3) Forward to support point when assistance is required within: Category I - 24 hours after receiving message, e-mail, or electronic facsimile for Category I. Category II - 10 days after receiving SF 368.

(4) Provide an interim or final reply to screening point within: Category I - 20 days w/o exhibit or 20 days after receipt of requested exhibit. Category II - 30 days w/o exhibit or 30 days after receipt of requested exhibit.

(5) Forward replies from the support point to the screening point within: Category I - within 3 days after receiving message, E-mail, or electronic facsimile. Category II - within 10 days after receiving SF 368.

d. Support Point

(1) Acknowledge receipt to action point within: Category I - acknowledge receipt to action point within 24 hours after receiving message, E-mail, or electronic facsimile. Category II - 10 days after receiving SF 368.

(2) Provide an interim or final reply to action point within: Category I - 20 days w/o exhibit or 20 days after receipt of requested exhibit. Category II - 30 days w/o exhibit or 30 days after receipt of requested exhibit.

6. DISPOSITION INSTRUCTIONS

a. Maintain a status log on all PQDR's submitted through final action, noting final action taken, and maintain a copy of the finalized PQDR for a period of 1 year following final action per SECNAVINST P5212.5.

b. Activities shall retain records indefinitely for all PQDR's for which they have not received notice of any closing action from the Marine Corps Screening Point.

REFERENCES:

1. MCO 4855.10
2. TM 4700-15/1H